

STATE OF CALIFORNIA DEPARTMENT OF MOTOR VEHICLES



CONTINUOUS TESTING
OPEN EXAMINATION FOR

KEEP CONTINUOUS
TESTING BULLETINS
POSTED AT ALL TIMES

MOTOR VEHICLE FIELD REPRESENTATIVE
MONTHLY SALARY RANGE \$2029 - \$2855

2MV02

PARTICIPATING REGION(S)	Region III: Auburn, Bishop, Carmichael, Concord, Davis, Fairfield, Folsom, Jackson, Lodi, Manteca, Modesto, Pittsburg, Placerville, Rocklin, Roseville, Sacramento, San Andreas, Sonora, Stockton, Tracy, Turlock, Vacaville, Vallejo, Walnut Creek, Woodland.
FINAL FILE DATES	Applications must be submitted by one of the final file dates listed below. Applications postmarked, personally delivered, or received via interoffice mail after the final file date will be held for the next final file date. FINAL FILE DATES: October 25, 2001 and April 25, 2002
WRITTEN TEST DATES	January 5, 2002 and July 13, 2002 Candidates who meet the requirements for admittance (minimum qualifications), will be mailed a Notice of Testing to inform the candidates of the date, time and location of testing. NO RESCHEDULES OR MAKE-UPS WILL BE ALLOWED.
TESTING PERIOD	The testing period for this classification is 12 months. You may apply for the examination at any time. Once you have taken the examination, you may not reapply for 12 months.
WHO MAY APPLY	Persons who meet the minimum qualifications as stated. This is an open examination. Applications will NOT be accepted on a promotional basis.
IDENTIFICATION REQUIRED	Bring your photo identification or two forms of signed identification.
HOW TO APPLY	GO TO ONE OF THE DEPARTMENT OF MOTOR VEHICLES (DMV) OFFICES SHOWN ON THE ATTACHED DOCUMENT AND PICK-UP A SPECIAL MACHINE SCANNABLE APPLICATION AND INSTRUCTION PACKET. THE APPLICATION MUST BE POSTMARKED BY: October 25, 2001 OR April 25, 2002. Carefully read the instructions and complete the application. Place the correct postage on the envelope provided for you. (DMV will not pay postage.) The application MUST be mailed to the address shown below. Applications will not be accepted at any other DMV office. Candidates who fail to complete the scannable application correctly will be eliminated from the examination. Mail the application to: Department of Motor Vehicles Delegated Testing Office 4700 Broadway Sacramento, CA 95820 No other application form will be accepted for any reason. SPECIAL NOTE: A personal history and background questionnaire must be approved by the Department prior to consideration for appointment. Successful candidates will be sent the questionnaire prior to initial contact. Completion of the questionnaire is mandatory.
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box of the Examination Application. You will be contacted about specific arrangements.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	NOTE: All applicants must meet the education and/or experience requirements for this examination by the appropriate written test date. The following patterns may be combined proportionately to meet the overall experience requirement: Either I In the California state service, one year of experience performing clerical duties at a level of responsibility equivalent to Office Assistant (General), (Typing). Or II Experience: One year of clerical experience involving direct customer service contact such as that found in private sector retail sales settings. Academic education above the twelfth grade may be substituted on the basis of either (a) one year of general education being equivalent to six months of experience. Students who are enrolled in the last semester or its equivalent of course work, which upon completion will fulfill these requirements, will be admitted to the examination, but they must submit evidence of completion before they can be considered for appointment; AND Education: Either equivalent of completion of the twelfth grade, or completion of a business school program, such as those offered through the Manpower Development and Training Act.
ADDITIONAL DESIRABLE QUALIFICATION	Ability to type 23 words per minute.
SPECIAL PERSONAL CHARACTERISTICS	Ability to work with the public so as to create a public service image of courtesy, friendliness, efficiency and effectiveness. Ability to communicate effectively in English.
POSITION DESCRIPTION AND LOCATION	Under direction, provides service to the public in the issuance of driver licenses, vehicle registrations and occupational licenses; interprets the provision of the Vehicle Code and the regulations, policies, and procedures of the Department of Motor Vehicles pertaining to the licensing of drivers, registering of vehicles and vessels, licensing of vehicle dealers, manufacturers, and dismantlers, post-licensing services; issues driver licenses and vehicle and vessel registrations using manual and automated systems. A majority of the positions for this classification are filled on a permanent intermittent basis and may require working

extended hours and Saturdays.

Positions exist in Region III.
Written Test will be conducted in Region III.

See reverse side for additional information.

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE. THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

MOTOR VEHICLE FIELD REPRESENTATIVE CZ90-1897 DP/Region DTC

EXAMINATION
INFORMATION

HAND-HELD CALCULATORS WILL BE PERMITTED, BUT WILL NOT BE PROVIDED BY THE DEPARTMENT.

This examination will consist of a written test weighted 100.00%. In order to obtain a position on the eligible list, a minimum rating of 70.00% must be attained in the exam.

WRITTEN TEST - WEIGHTED 100.00%

Scope:

A. Knowledge of:

1. Sentence structure and spoken language rules for the English language to formulate proper sentences, speak in a correct and understandable manner to a variety of audiences, and understand the verbal communication of others speaking English.
2. Proper spelling, grammar, punctuation, and sentence structure for the English language to ensure that prepared and/or reviewed written materials (e.g. Statement of Facts) are complete, succinct, and free of writing errors.

B. Skill to:

1. Interact effectively with co-workers, supervisors, other departmental employees, and staff from other agencies to complete licensing and registration transactions.
2. Evaluate situations accurately to take effective action at the appropriate time.
3. Read and understand detailed written information pertaining to the licensing and registration of motor vehicles (e.g., vehicle titles, manuals, memos containing law changes, court documents, accident reports, vision reports, medical reports, driving records).
4. Apply policies and procedures regarding licensing and registration processes.
5. Adhere to office policies and procedures.
6. Calculate basic mathematics (i.e., addition, subtraction, multiplication, and division, decimals, percentages) to determine transaction fees, ensure that appropriate fee amounts have been received, make correct change when receiving payment in cash, determine driver point counts, balance cash drawer, tally travel mileage, and tally timesheet hours.
7. Count money, including bills and coins, to make appropriate change for collected fees, balance a cash drawer, and determine the amount of money in a bank deposit.
8. Perform cashiering transactions involving the collection and disbursement of money, as well as the issuance of receipts for such transactions.
9. Read and understand the English language to respond to letters from customers, utilize reference manuals (e.g., Vehicle Code Book, Registration Manual, Driver's Licensing Manual, Polk's Manuals), and ensure the legibility of documents.

C. Ability to:

1. Work as a team member in a team environment for the completion of licensing and registration transactions.

ELIGIBLE LIST
INFORMATION

A departmental open list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the services and/or conditions of the list warrant a change in this period. The eligible list consists of three ranks. All successful candidates are placed in one of the three ranks and are immediately reachable for employment.

VETERANS AND
CAREER POINTS

Veteran's preference points will be added to the final score of all open competitors in this examination who qualify for and have requested, these points and who are successful in this examination. (See "General Information" on this bulletin for information regarding veteran's preference points.)

Career credits will not be granted in this examination.

GENERAL INFORMATION

It is the candidate's responsibility to contact the Department of Motor Vehicle's Delegated Testing Office (916) 227-2918 three days prior to the written test date if the candidate has not received a Notice of Testing. The candidate has the responsibility to ensure that their address and phone number is current. Call the number shown above with any changes, as soon as possible. If a candidate's Notice of Testing fails to reach the candidate prior to the day of the test, due to a postal error, the candidate will be rescheduled upon written verification.

A machine scannable application will be used for this examination. Applications will only be available at the sites listed on the attachment.

To participate in this examination, the candidate must meet the requirements stated on the reverse side of this announcement. Meeting the entrance requirements does not assure a place on the eligible list. The candidate's performance will be compared with that of the other candidates. Candidates who pass this examination will be ranked according to their written test scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the service if the circumstances, under which this examination was planned, change. Such revisions will be in accord with civil service laws and rules.

Eligible Lists: The prior Motor Vehicle Field Representative (MVFR) employment list established by competitive examination will automatically be abolished upon the effective date of a new employment list. The eligible list will expire 12 months as shown on the reverse side of this announcement. At the discretion of the Department of Motor Vehicles, employment lists for the MVFR may be extended to a maximum period of four years at which time the list is abolished as mandated by Government Code 18901a. Veterans preference credits will be added to the final score of all competitors who are successful in this examination and who have requested and qualify for these points. Due to changes in the law, effective August 21, 1994, candidates must reapply even if veterans eligibility was previously established with the State Personnel Board.

Examination Locations: Each Region within the Department of Motor Vehicles may conduct an examination for the Motor Vehicle Field Representative. The written test will be arranged at sites within the Region, and may be limited or extended as the number of candidates or conditions warrant.

General Qualifications: Candidates must possess essential personal qualifications, including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history. Fingerprinting may be required.

Veterans preference credits will be added to the final score of those competitors who are successful in this examination and who qualify for, and have requested the points. Due to changes in the law, which were effective January 1, 1996, VETERANS WHO HAVE ACHIEVED PERMANENT CIVIL SERVICE STATUS ARE NOT ELIGIBLE TO RECEIVE VETERANS' CREDITS. Directions for applying for veterans preference are on the Veterans Preference Application form (Form 1093) which is available from State Personnel Board offices, written test Proctors, and the Department of Veterans Affairs, P.O. Box 942859, Sacramento, CA 94295-0001.

High School Equivalence: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929
from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT.

MOTOR VEHICLE FIELD REPRESENTATIVE
CZ90-1897 DP/Region DTC 2MV02

BULLETIN RELEASE DATE: October 11, 2001
FINAL FILE DATE: October 25, 2001 / April 25, 2002

**DEPARTMENT OF MOTOR VEHICLES
REGION III FIELD OFFICE SITES
FOR APPLICATION PICK-UP**

Department of Motor Vehicles
11722 Enterprise Dr.
Auburn, CA 95603

Department of Motor Vehicles
4240 Rocklin Rd #12
Rocklin, CA 95677

Department of Motor Vehicles
473 S. Main St.
Bishop, CA 93514

Department of Motor Vehicles
222 Harding Blvd.
Roseville, CA 95678

Department of Motor Vehicles
5209 North Ave
Carmichael, CA 95608

Department of Motor Vehicles
4700 Broadway
Sacramento, CA 95820

Department of Motor Vehicles
2070 Diamond Blvd.
Concord, CA 94520

Department of Motor Vehicles
7226 Florin Mall Dr.
Sacramento, CA 95823

Department of Motor Vehicles
505 Pole Line Rd
Davis, CA 95616

Department of Motor Vehicles
745 Mtn. Ranch Rd
San Andreas, CA 95249

Department of Motor Vehicles
445 Pacific Ave
Fairfield, CA 94533

Department of Motor Vehicles
885 Morning Star Dr.
Sonoma, CA 95370

Department of Motor Vehicles
323-A East Bidwell St.
Folsom, CA 95630

Department of Motor Vehicles
710 N. American St.
Stockton, CA 95202

Department of Motor Vehicles
201 Clinton Rd
Jackson, CA 95642

Department of Motor Vehicles
324 E. 11th St. C
Tracy, CA 95376

Department of Motor Vehicles
700 E. Pine St.
Lodi, CA 95240

Department of Motor Vehicles
825 E. Monte Vista Ave
Turlock, CA 95382-0444

Department of Motor Vehicles
955 Davis St.
Manteca, CA 95337

Department of Motor Vehicles
621 Orange Dr.
Vacaville, CA 95687

Department of Motor Vehicles
124 Burney St.
Modesto, CA 95354

Department of Motor Vehicles
200 Couch St.
Vallejo, CA 94590

Department of Motor Vehicles
1399 Buchanan Rd
Pittsburg, CA 94565

Department of Motor Vehicles
1910 N. Broadway
Walnut Creek, CA 94596

Department of Motor Vehicles
2919 Cold Springs Rd
Placerville, CA 95667

Department of Motor Vehicles
825 East St. #306
Woodland, CA 95776